



We are Recruiting! – Manager, Attendee Experience

The Company

A highly respected player at an international level, International Conference Services Ltd. (ICS), is a Professional Conference Organizer in business for over 45 years that works with national and international associations and organizations to host conferences, events & tradeshow. Our work is very purposeful - we are “connecting people to facilitate change in the world.”

Remote-First Work Environment

ICS employees work in a remote-first work environment. Our employees truly enjoy the flexibility that remote work brings, and we work hard as a company to stay connected through weekly all-hands meetings and annual in-person get-togethers. Remote work is an important part of our business strategy. There is an opportunity to work from our Vancouver, BC office.

The Culture

With over 80 staff working remotely across North America, Europe, and Asia, we are a diverse international team, and we leverage the strengths that our diversity brings. Everything at ICS is accomplished through the unit of “team” and teamwork is incredibly important to us - trust, support, and empowerment of other team members are defining aspects of our culture. We take pride in what we accomplish as a team, and we regularly celebrate each other as individuals and collectively. ICS is a great fit for people who are results-oriented self-starters, who are energized by a fast-pace of work and who would describe themselves as innovative, solution-oriented and able to think outside of the box.

Role Overview

Registration Responsibilities

- Work closely with the Project Manager to confirm registration rates and cut-off dates.
- Design and set-up online registration sites in necessary software in consultation with the systems team
- Receive and process all delegate registrations (including exhibitors & sponsors, speakers, committee, etc.)
- Report the status of pre-registration monthly/bi-monthly to Project Manager and Committee.
- Prepare and send invoices upon request
- Update conference websites and registration sites to ensure current information is displayed.
- Train onsite registration team for both virtual and in person conferences
- Prepare onsite registration kits including: Print name badges, tickets, vouchers, participation records
- Prepare virtual live day delegate communication channels in conjunction with conference team.
- Create and send post conference evaluation and certificates of attendance
- Arrange for and set-up all onsite registration equipment and supplies
- Process refunds of registration fees
- Maintain continuous communication with delegates as well as hotel contacts

- Provide a conference registration summary report and recommendations for improvements at the end of each meeting
- Other duties as assigned

Housing Responsibilities

- Negotiate and contract room blocks for city-wide events as well as one property events
- Advise on necessary room block adjustments and take appropriate action
- Manage room blocks and work closely with hotel contacts
- Review the history of an event to ensure the correct room blocks are booked
- Understanding of attrition and how to protect a conference/event against this financial risk
- Setting up housing booking sites
- Provide rooming lists to hotels
- Reconcile master account upon completion of the event

Knowledge, Skills & Experience

The successful candidate will need to possess the following knowledge, skills & experience:

- Degree or Diploma in a relevant field (Such as Hospitality Management)
- 1-2 years of experience in the conference and events industry (Particularly in events registration)
- 1-2 years of experience in the hospitality/hotel industry
- Technologically savvy, and comfortable with learning new technology (Experience with EventsAir a definite asset)
- Professional verbal and written communication skills
- Focused on providing exceptional customer service
- Organized, detail-oriented, and articulate

The Benefits of Working at ICS

- Our employees work remotely on a permanent basis.
- As an employee you are provided all hardware including company laptop, monitor, headset, mouse, keyboard, and internet-based phone
- In addition to salary, we offer a monthly work from home allowance to help cover the cost of your home internet and home office expenses
- In addition to vacation time, employees receive a paid day off on their birthday each year
- An excellent benefits package including Extended Health Coverage, Dental and access to our EFP is provided after 3 months
- Fun in-person employee get togethers each year
- ICS prides itself in providing career development opportunities

What's next?

Please send your resume and cover letter to careers@icsevents.com.